

# Frequently Asked Questions

## Initiating an eConsult to the Ontario eConsult Service directly from your EMR via Ocean

eConsult, along with eReferral, are the first two initiatives of the **Ontario eServices Program**. Ontario eConsult is a secure web-based tool hosted on the [OTNhub.ca](https://OTNhub.ca), that allows physicians and nurse practitioners timely access to specialist advice.

### How do I send an eConsult directly from my integrated EMR, to Ocean through to the OTNhub?



- Write your eConsult question as a note in your patient chart in your EMR. Select it and any relevant patient chart details to be included, as an attachment, to your eConsult case (workflow varies depending which EMR you are using).
- Initiate eConsult through Ocean eReferral workflow in your EMR. Launch the Ocean Healthmap and search for the "Ontario eConsult Service" listing
  - If using TELUS PS Suite click on the "ON eConsult" button on the Ocean toolbar
- Review Ocean form, ensure patient data & attachments pull through and confirm clinical information, including professional ID
- Click Send to launch eConsult on OTNhub from Ocean form
- Login to OTNhub. From the new Draft Case, select the eConsult Model (BASE Managed Group or Specific Provider or Group) followed by the Specialty/specialist you wish to submit the eConsult to, and click Send.
  - Patient demographic fields will be automatically populated. Your eConsult question, along with the attachments selected from the EMR will be added to the OTNhub eConsult case, with the default text of 'See attached' in the Request Field. Clinicians may still type their eConsult question directly into the OTNhub if they choose.
- When the specialist responds, retrieve your eConsult response from [OTNhub.ca](https://OTNhub.ca) (notified by email)

### How do I retrieve the response from the eConsult specialist?



- The eConsult responses from the specialist can be accessed directly from the OTNhub web-platform.
- You will receive an email notification when the specialist has provided a response, including a direct hyperlink to the case.
- You can export a copy of the eConsult response to a PDF using the 'PDF' icon in the top right while viewing the eConsult on OTNhub.ca and save a copy in your patient chart. Users registered for HRM<sup>®</sup> can push completed cases, from the OTNhub, back into their EMR using the [HRM<sup>®</sup> Integration for OTNhub](#).

Need support developing a workflow to send and receive eConsults through Ocean? Fill our [intake form](#) or contact us at [eServicesProgram@toh.ca](mailto:eServicesProgram@toh.ca).

### Do I still need to log in to the OTNhub to submit my eConsult case?



- Clinicians will still submit their eConsult cases to the OTNhub.ca, as part of this phase of the eConsult integration
- To use this workflow, both the OTNhub and Ocean accounts used must be linked to the same Professional ID of the requesting clinician.

### What specialties are available through Ontario eConsult?



- Access over [130 eConsult BASE™ managed specialties](#), and over 1800 individual specialists from across Ontario.
- Access the same specialists/specialty services available via the web-based Ontario eConsult on OTNhub.ca.
- Specialists/specialty services do not need to be listed in the Ocean Healthmap to access via eConsult.

### What do I do if I have follow-up questions for the specialist?



- All follow-up questions must be submitted on [OTNhub.ca](https://OTNhub.ca) and cannot be sent through Ocean.

### Can I continue sending eConsults directly through the OTNhub.ca?



- Yes, you can still access the standard web-platform process for submitting eConsults.
- All eConsults submitted through all workflows will be visible in your eConsult dashboard on the OTNhub.ca.

### Can my delegate support this workflow?



- Submission of eConsults through Ocean must be done independently by the clinician. Delegates cannot submit eConsults on behalf of a clinician via the Ocean-based workflow.
- Delegates may continue to support retrieval of eConsult responses and additional follow-up questions, using [OTNhub.ca](https://OTNhub.ca).

### Which EMR's are eligible for Ocean eReferral integration for eConsult case submission?



- Currently TELUS PS Suite, OSCAR Pro and Accuro/QHR are eligible for Ocean eReferral integration
- TELUS PS Suite users can [update their toolbar](#) with a new "ON eConsult" button to launch directly to the Ontario eConsult Ocean listing